

Figure 1

User profile  
114

202	User identifier		
210	Domain familiarity		
		Product area 1	212-1
		Customization process 1	214-1
		⋮	
		Product area N	212-N
		Customization process N	214-N
220	Advisor interaction history database		
		General assistance requested	222
		Component related assistance	224
		Type of information consumed	226
		Acceptance of recommendations	228
		Rationales offered	230
240	Product preference database		
		Price sensitivity	242
		Budget	244
		Usage requirements	246
		Feature preferences	248
250	Product selection database		
		Historical purchase data	256
		By product type	258
		By usage requirement	260
		By price point	262
270	User interaction characteristics		
		Interest in interacting with advisor	272
		Interest in getting recommendations	274
		Average response time	276
		User interaction style	278
	⋮		

Figure 2

Usage  
requirements  
246

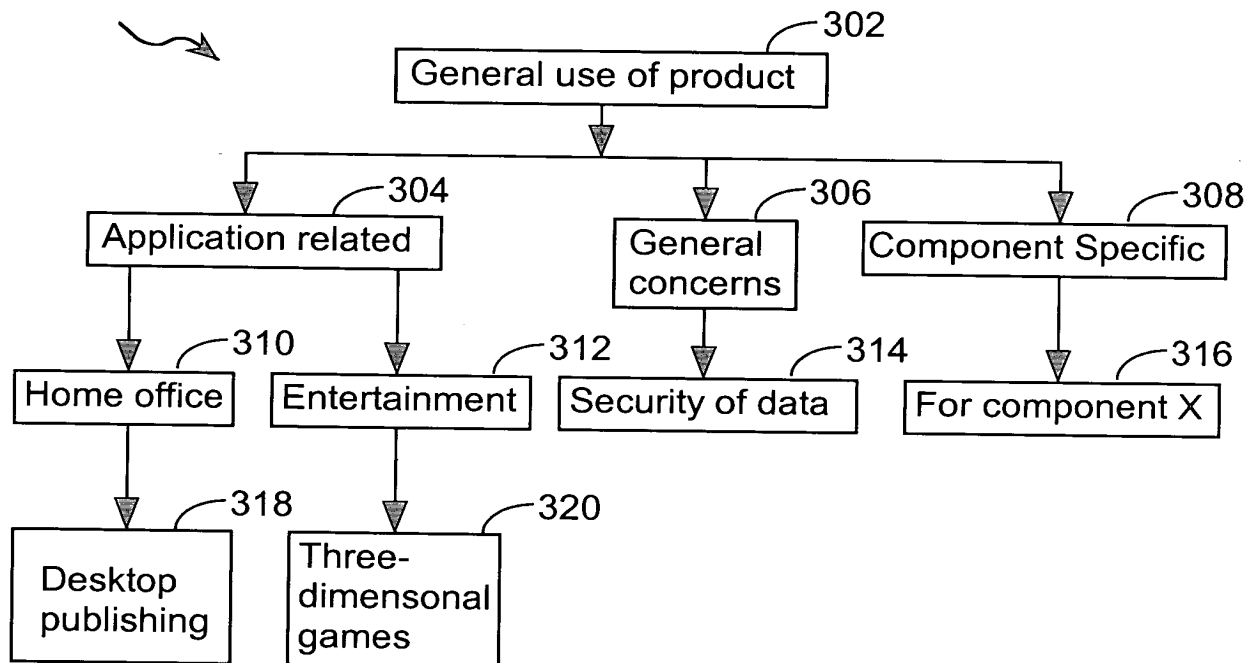


Figure 3

Knowledge  
database 110

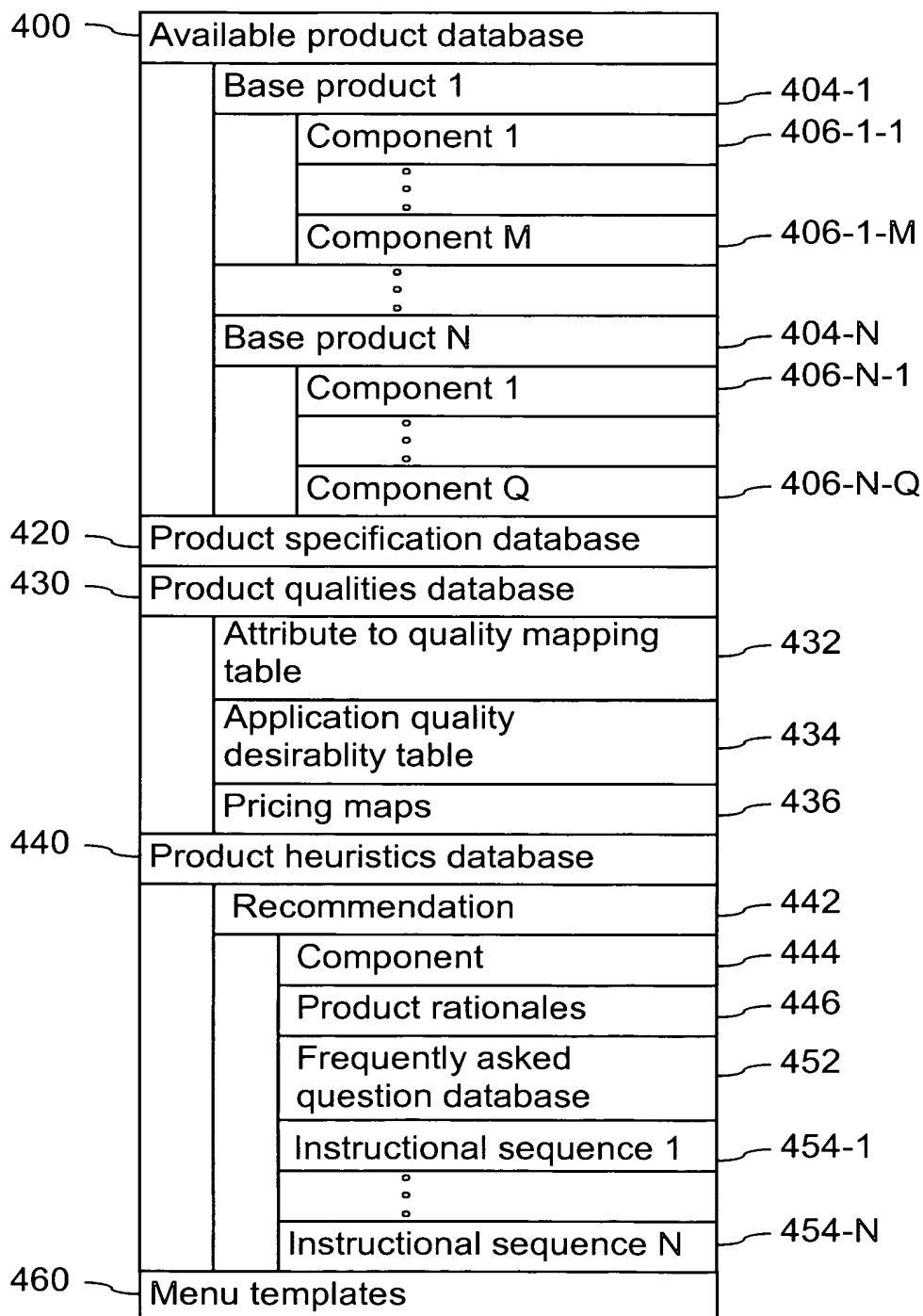


Figure 4

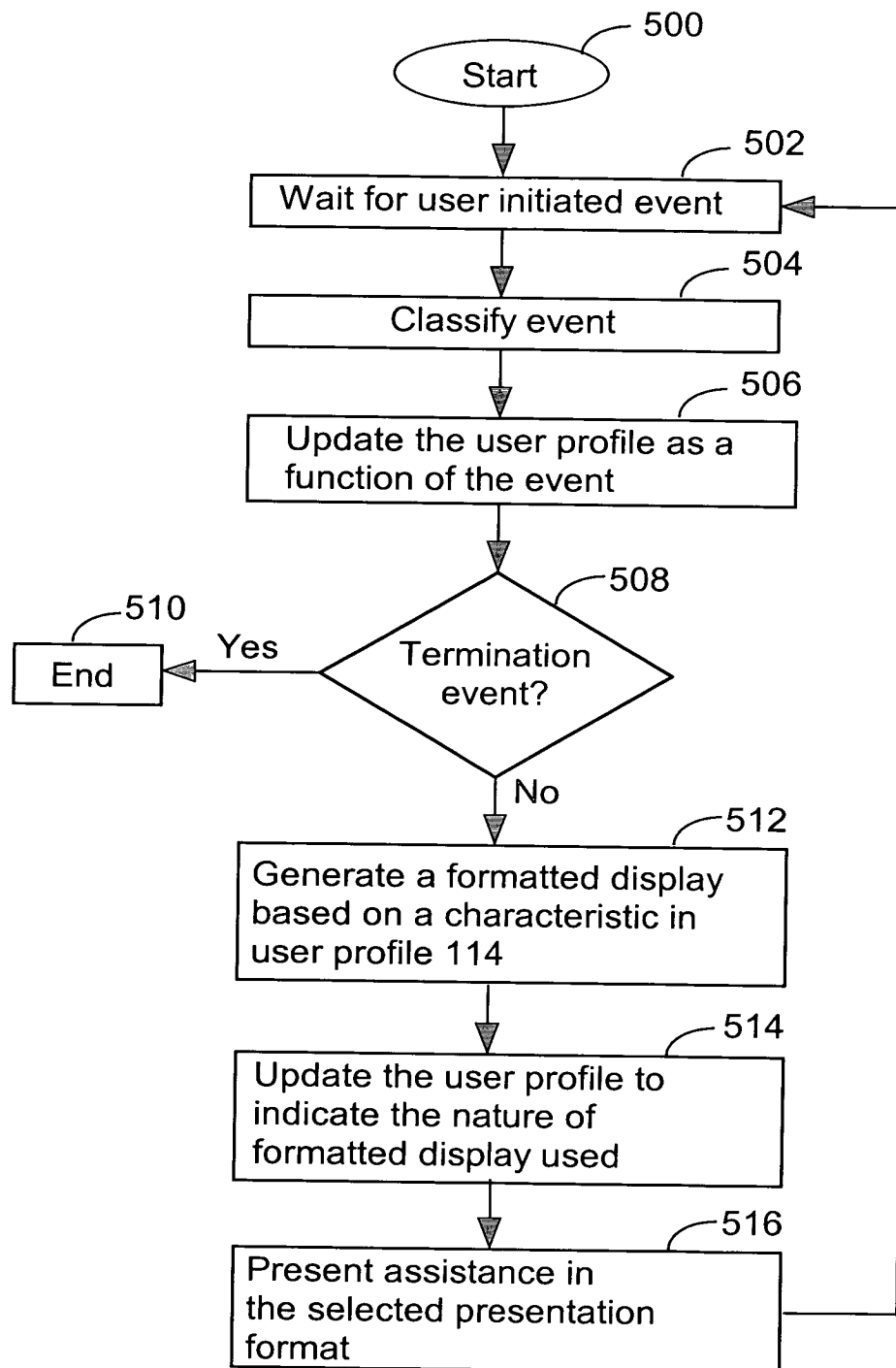


Figure 5

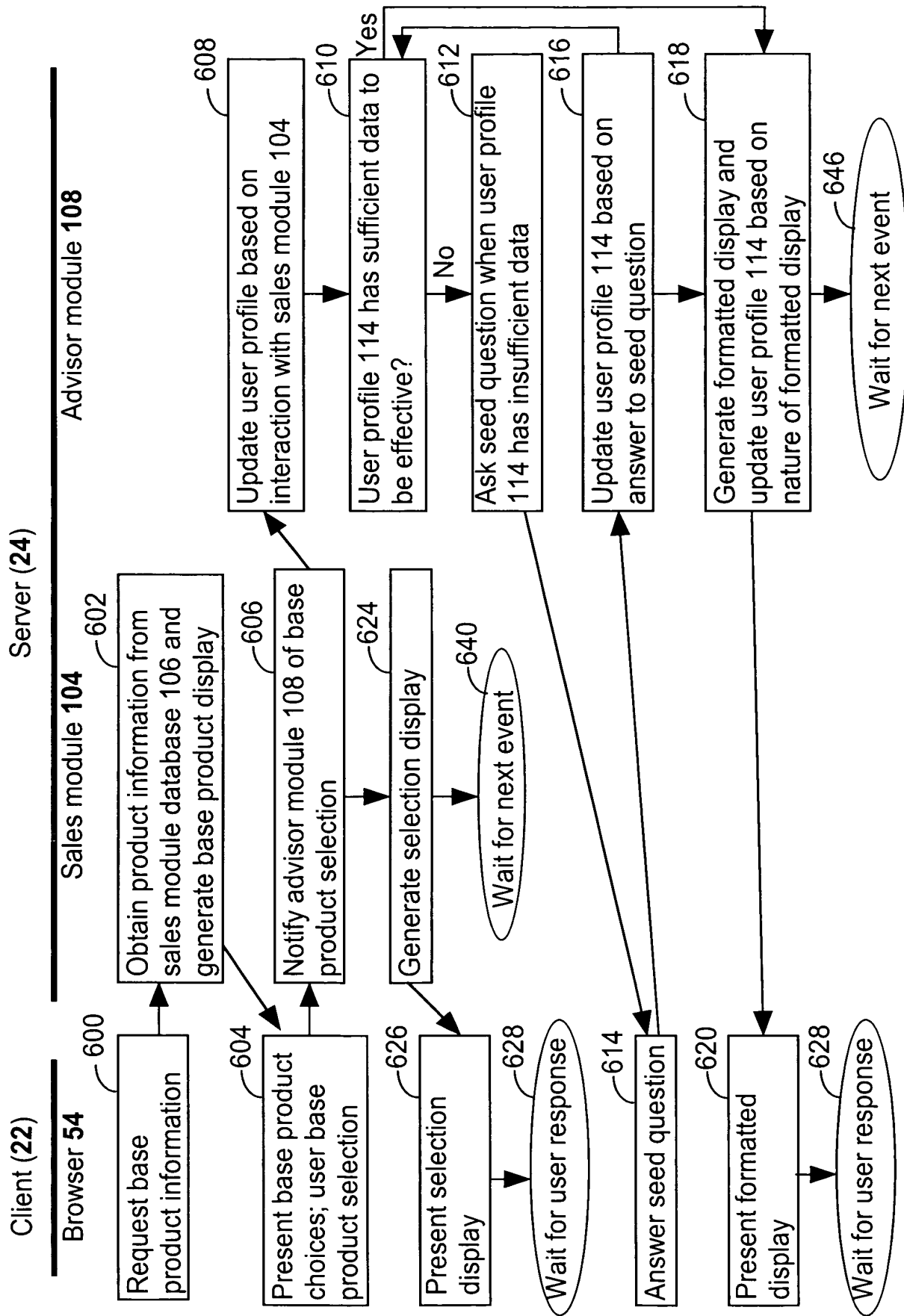


Figure 6A

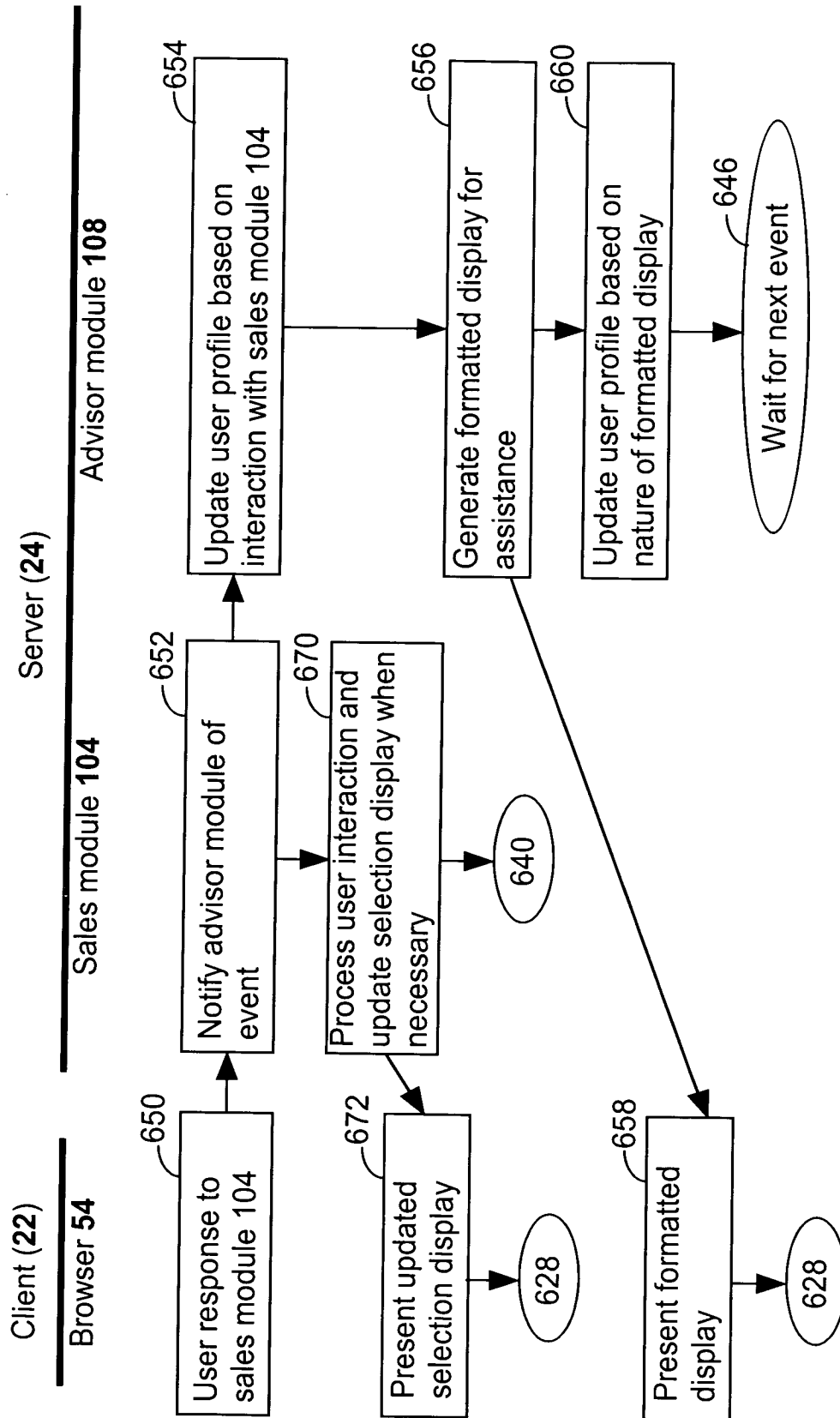


Figure 6B

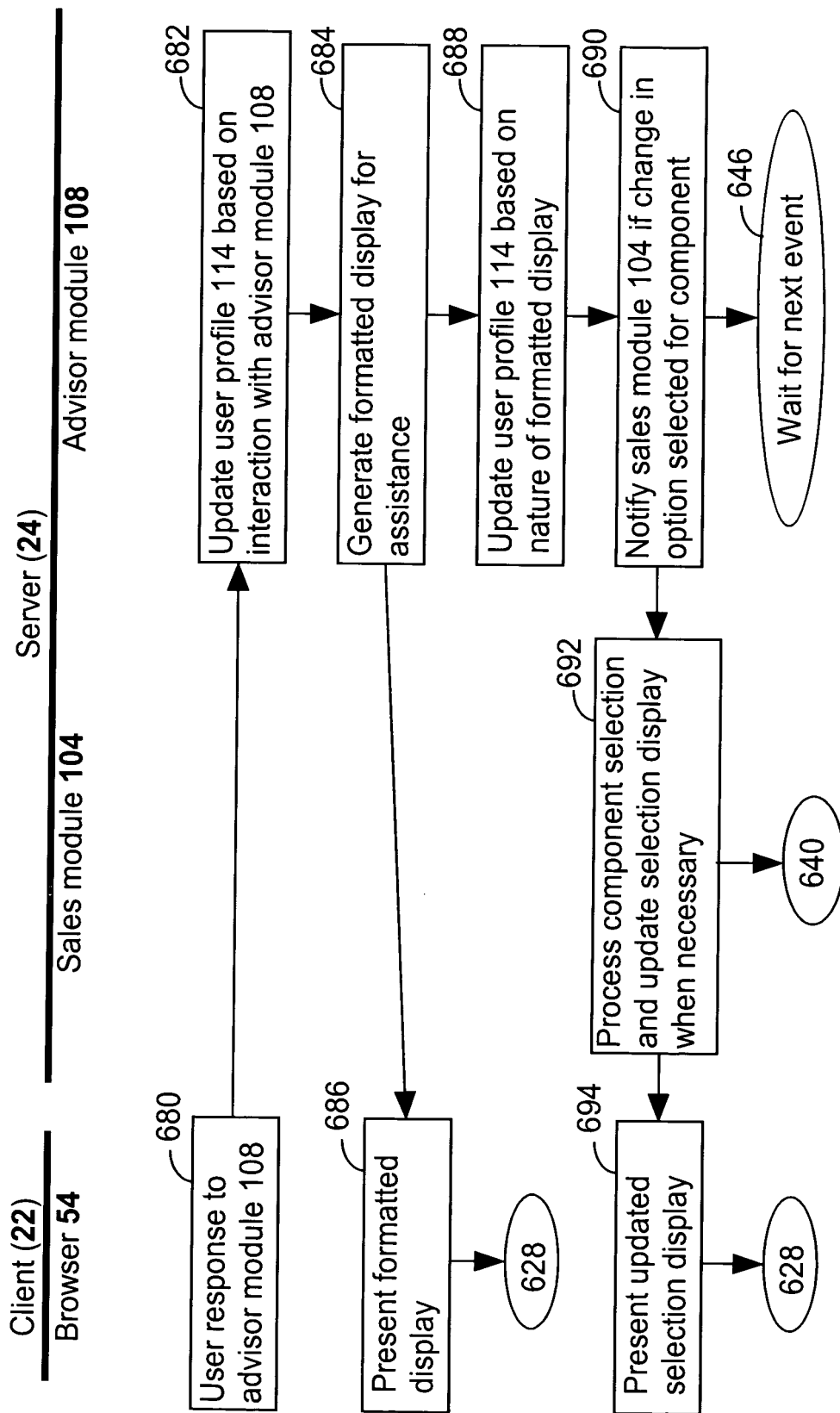


Figure 6C



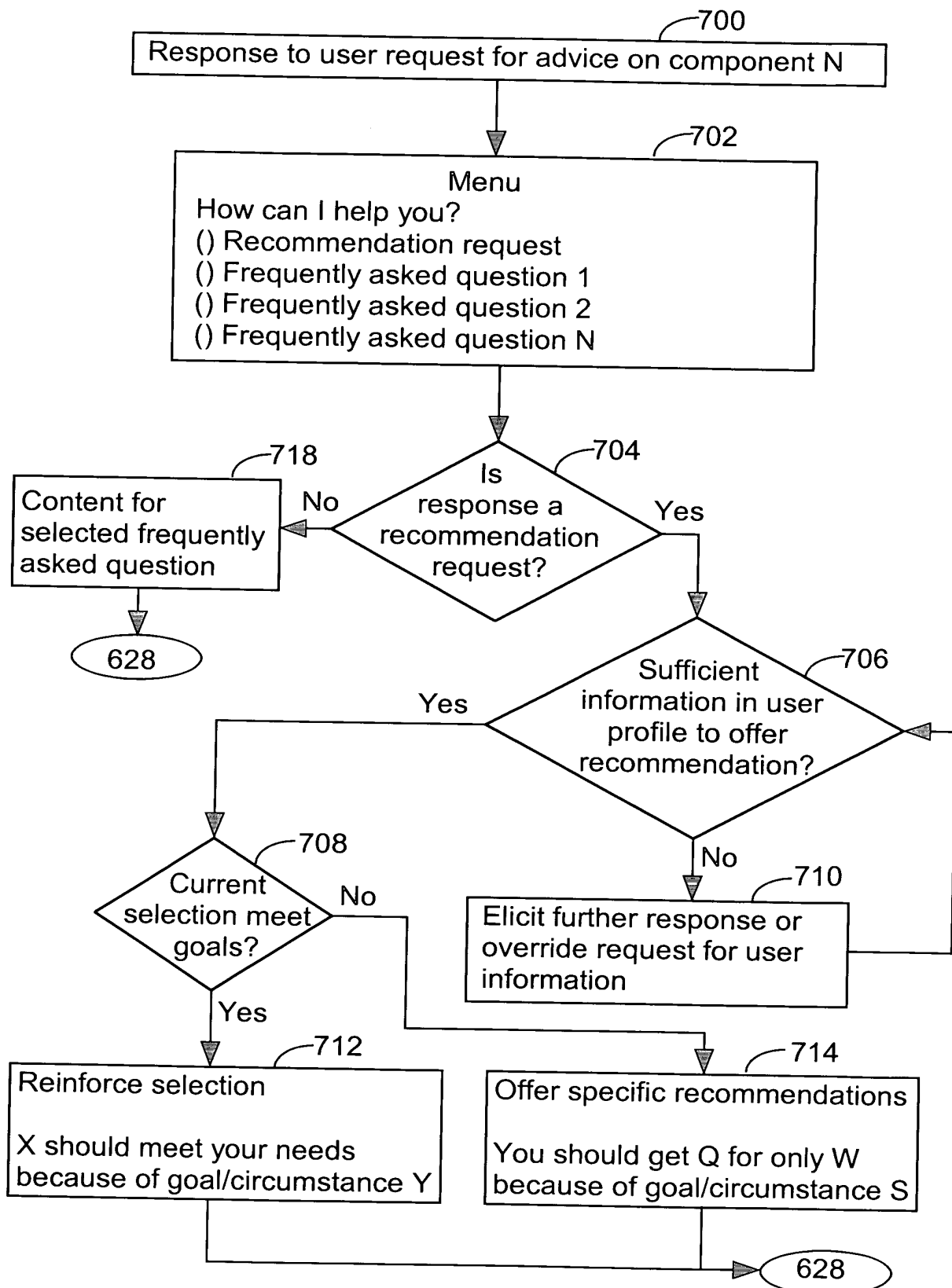


Figure 7

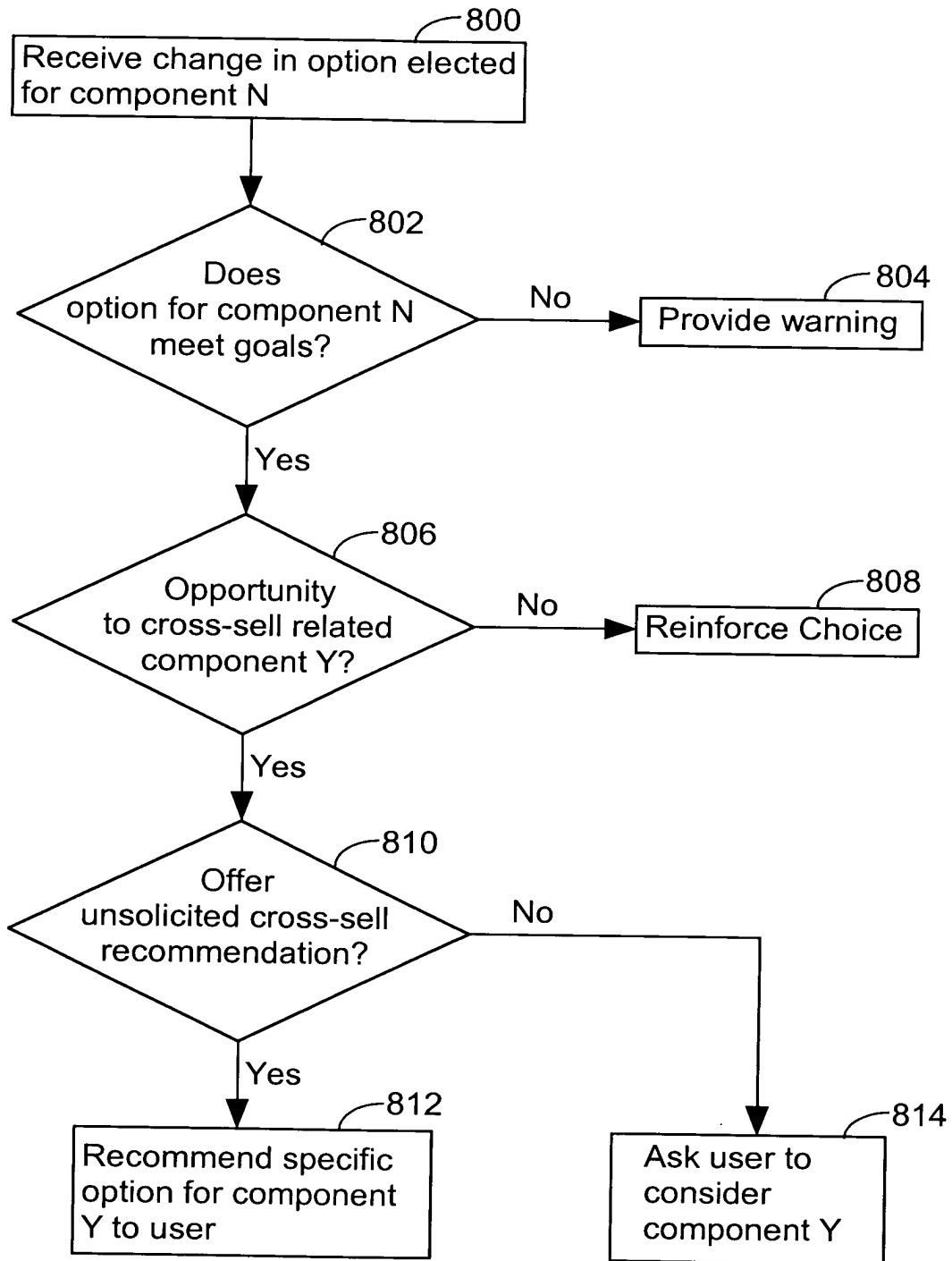


Figure 8

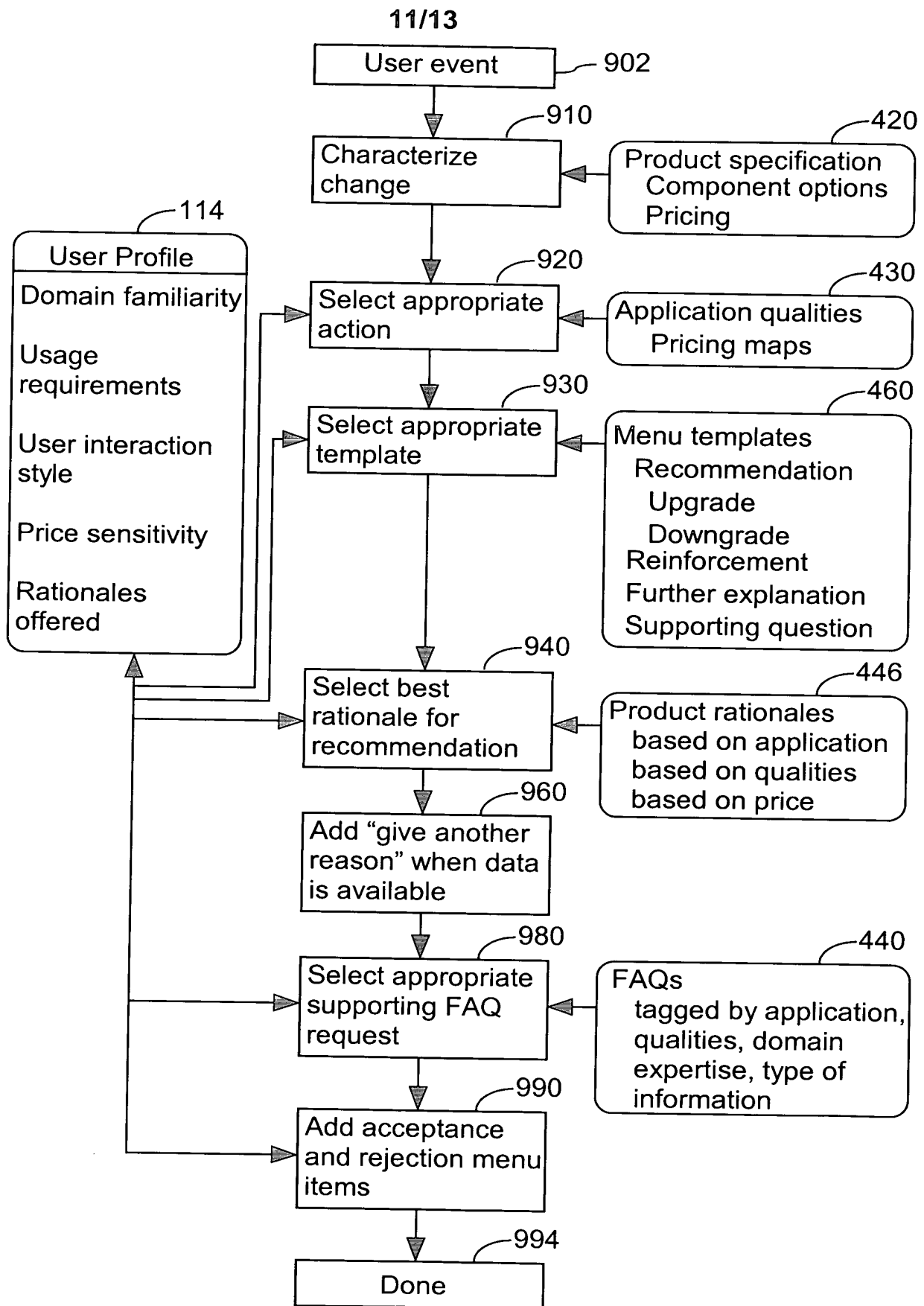


Figure 9

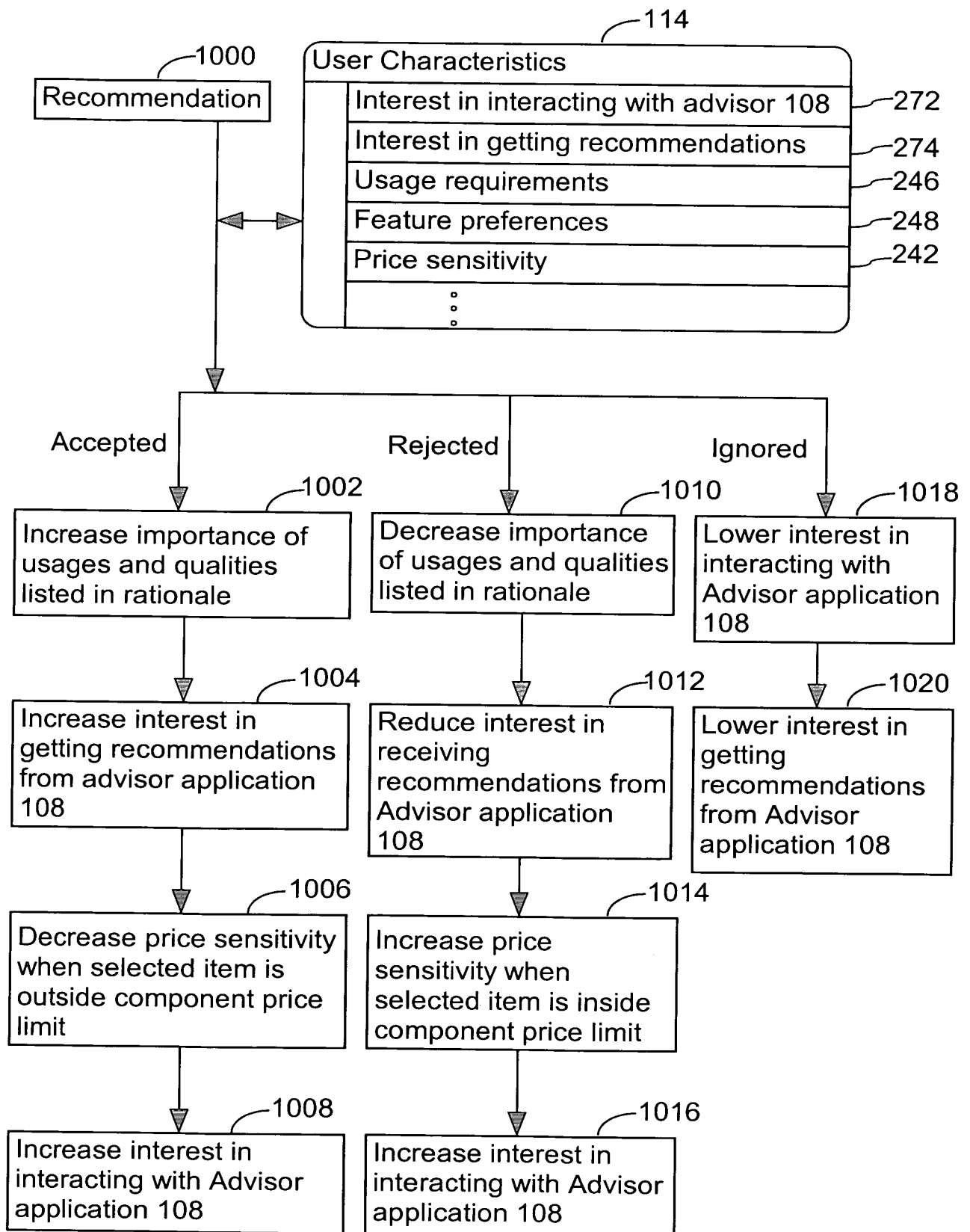


Figure 10

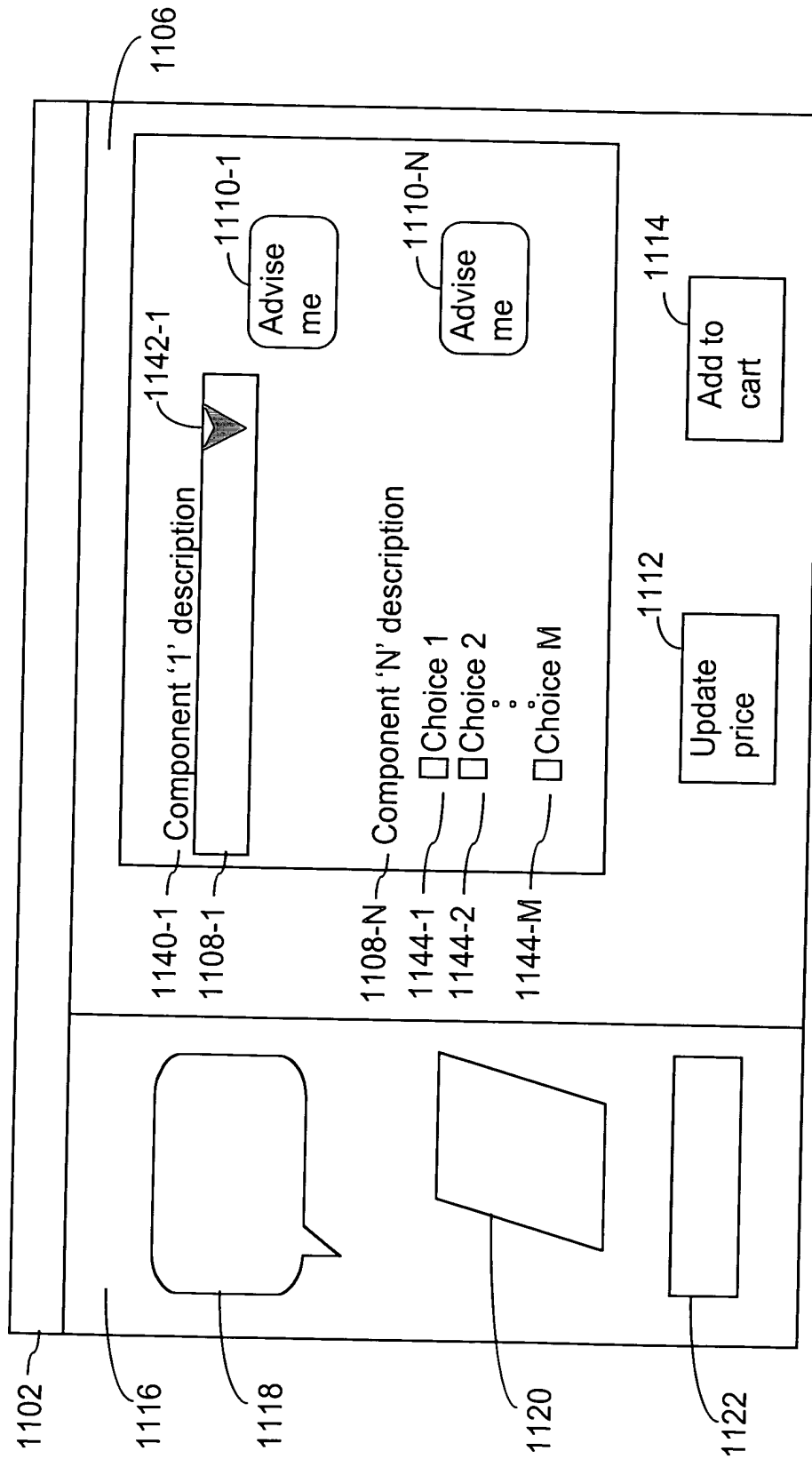


Figure 11